



Password Guidelines

What are the password guidelines?

STHL follows Federal guidelines regarding passwords. Because of the sensitivity and security of your Health Information Records, the STHL Patient Portal password strength is required to be rated “better” at minimum, meaning it must meet 3 of these 5 characteristics:

- Have 7 or more characters in length
- Have 12 or more characters in length
- Contain both uppercase and lowercase letters
- Contain at least one number (0-9)
- Contain at least one non-alphanumeric character (for example: !, @ # \ and &)

For example, **MyStreet45** and **Fluffy!** both work.